



# Terms and Conditions

Equip Training Ltd

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Equip Training Ltd. Bencewell Business Centre, Oakley Road, Bromley. BR2 8HG.  
[info@equiptraining.co.uk](mailto:info@equiptraining.co.uk)

## **Terms and Conditions**

### **1. MUTUAL CO-OPERATION**

To ensure you achieve your qualification, it is essential that we work together during your course. This requires **You** agreeing to help us by keeping in contact with us once you have enrolled onto a course, and to arrive on time for training appointments and workshops (attendance, webinars and virtual classrooms) and by submitting work (assignments and supporting evidence) to us by the agreed date. Should you have any difficulties in any of the above, please contact your tutor as soon as possible to reduce the risk of delay to your course completion.

### **2. Assignment Feedback and Tutorials**

We aim to return all marking and feedback to you within 48 hours of submission (Monday to Friday). You will receive written feedback by email which will be followed up by contact via phone, Skype or Zoom at a mutually agreed time and date. Assignments should be submitted on a Word/ Pages (Mac) document using [wetransfer.com](http://wetransfer.com). This will be explained to you upon registration and during your tutorials.

### **3. Terms of Payment**

All payments must be received no later than 14 days prior to day one of the course, unless you have chosen to pay by installments. This enables us to book training venues and to plan for the course.

#### **Paying by Instalments**

You may pay by monthly installments by direct debit. We require a deposit to be made before the first day of the course. The remainder will be collected by direct debit. The breakdown of the fees is listed on the individual courses. Deposits and payments can not be refunded after the course has started.

#### **Additional charges**

All course fees are inclusive of registration and certification fees, and postage within the UK (for certificates.) All candidates will receive a scanned copy of their certificate upon successful completion of their course. We will, however, make additional charges for the following:

- Postage outside the UK (at an agreed charge prior to posting).
- Extensions to courses beyond the agreed completion date. (Currently £25 a month)

### **4. Refunds**

You have the right to cancel your course. We offer a full refund up to 14 days from date of payment, providing the course has not started. After 14 days, up to two thirds of the original payment will be transferred to another course with our company minus any incurred costs, such as resources and registration fees. This offer will be valid for six calendar months from the date of original payment.